

CASE STUDY

IT Services – Eco-responsible MSP

IDEEE

Equipping clients with efficient, eco-friendly IT infrastructures, while ensuring affordability and long-term stability.



CLIENT OVERVIEW

- **Sector:** eco-responsible IT Services - MSP
- **Client:** Idee
- **Need:** affordable reliable & efficient software for customers
- **Challenge:** Guiding businesses towards environmentally conscious IT systems.
- **Solution:** [TSplus Remote Access](#), [2FA](#), [TSplus Advanced Security](#), [TSplus Remote Support](#) & [TSplus Server Monitoring](#)

KEY STATS

- **100 servers**
- **2500 concurrent users**
- **Region:** Europe (France)
- **7+ years** as TSplus partner

TSPLUS AT A GLANCE

- TSplus was founded in **2007**
- **5,000 resellers** worldwide
- **4 innovative products**
- Rated **4.8/5** by users
- **500,000 clients** across industries

TSplus is up to 80% more affordable than traditional remote solutions, making it ideal for businesses looking to optimize their IT budget without sacrificing quality or security.

SUMMARY

With a strong focus on circular economy and sustainable digital practices, Idee needed reliable, affordable tools to deliver remote access and security solutions for their SME clients. TSplus software quickly became a cornerstone of their offer, enabling Idee to deliver secure, cost-efficient infrastructures while aligning with their eco-friendly values.

ABOUT IDEE

In 2024, Idee (previously MyCloud) rebranded to embody “I-D-É-É-É”: a French Acronym standing for “IT that takes into account WEEE: Waste Electrical and Electronic Equipment”. It is a small innovative IT services company, operating mainly in the Auvergne Rhône-Alpes region. Idee stands out for its commitment to responsible digital practices and received level 2 in “responsible IT” (“Label Numérique Responsable”).

CHALLENGES AND REQUIREMENTS

As a growing services provider, Idee faces recurring challenges:

- **Delivering secure, user-friendly remote access** to client applications without resorting to unwieldy expensive Citrix or Microsoft RDS solutions.
- **Maintaining visibility and control** across multiple servers and licenses deployed at client sites.
- **Equipping staff to adapt** to new remote support tools leaving aside solutions like TeamViewer or Anydesk.
- **Balancing innovation with sustainability**, ensuring that software solutions align with their circular economy model and do not overburden client hardware.

Security and efficiency remain central and ongoing requirements for MSPs in general. As an IT provider with high standards, Idee consistently demands the best from TSplus software.



TESTIMONIAL

"As an IT business, we searched for French solutions compatible with our IT systems. We found TSplus software met all our expectations. We particularly appreciate how the TSplus team supporting us towards the realization of our projects have both heard and understood our needs and expertly adapted their solutions to our specific requirements."

— **Alexandre Jean, co-founder, Ideee**

CASE IN ACTION

Combining eco-responsible practices with powerful remote access and security tools, Ideee has proven IT services can be both efficient and environmentally conscious. As the company expands into larger projects, TSplus remains the reliable foundation on which Ideee continues to innovate and grow.

THE TSPLUS SOLUTION

TSplus quickly became the answer to these challenges:

- **Remote Access** allows scalable application publishing and remote desktop access.
- **Advanced Security** adds layers of protection, from ransomware defense to access control, enabling Ideee to confidently secure infrastructures.
- **Server Monitoring** offers insights into server health and usage, providing Ideee valued reporting capabilities.
- **Remote Support** was tested as a replacement for Anydesk. While initial adoption by staff was hindered by interface differences and habits, the company remains open to future improvements and reintegration.

RESULTS

- **Widespread deployment:** Since 2019, Ideee has been implementing TSplus solutions for nearly all its customers.
- **Sustainability alignment:** The lightweight, flexible TSplus architecture complements Ideee's eco-friendly model of reconditioned servers and localized hosting.
- **Client satisfaction:** SMEs benefit from cost-effective, secure remote access without the overhead of heavy infrastructure.
- **Scalability for future growth:** Ideee is preparing a server farm project, with TSplus solutions central to their design.
- **Recognition:** The company's unique mix of IT expertise and environmental responsibility, reinforced by TSplus, helped it gain regional recognition and a "Responsible IT" award.

CONCLUSION

For Ideee, TSplus is key to building sustainable, people-friendly digital infrastructures matching their company ethos. The team expressed a desire for a centralized console and API, underlining their long-term commitment to manage security at scale and continue partnering with TSplus.



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